

FireGiant annual support program

Features and benefits

1. Access to FireGiant-WiX (aka “FG-WiX”)

- 1.1. FG-WiX is a special version of the WiX Toolset that is privately maintained by FireGiant to ensure that our customers are always working with a stable version of WiX.
- 1.2. FireGiant controls what features and fixes go into FG-WiX, and we work to stage those modifications such that customers get the fixes and features they need without the disruption they don't.
- 1.3. FireGiant notifies customers when FG-WiX changes are made and releases are available.
- 1.4. Customer gets access to special WiX extensions developed by FireGiant that are not available in the community version of WiX.
- 1.5. FireGiant takes full responsibility for Open Source Software (OSS) license compliance for all change made to FG-WiX. This removes one of the biggest hurdles many companies face when considering using OSS components in their commercial products.

2. Phone Consultations and Personalized Guidance

- 2.1. One two-hour phone consultation per year to discuss as many topics as you like.
- 2.2. One written code review per year (a \$4,000 value). FireGiant will examine your WiX source code and provide a written review with assessments and recommendations on how the installer can be improved.

3. Direct Access Support -- from the people that created WiX

- 3.1. Unlimited email support for every developer in the customer organization.
 - 3.1.1. Empowers all developers to engage in installer development rather than artificially and inefficiently funneling these tasks to a designated (and over-burdened) few.
- 3.2. Telephone escalation for hard-to-solve problems.
- 3.3. One business day response time (typical).
 - 3.3.1. Two business day response time (maximum).
- 3.4. Secure contact list.
 - 3.4.1. Customer designates individuals authorized to receive support, so that customer privacy is maintained.
 - 3.4.2. Customer designates moderators that have visibility into support tickets created by any and all users within the organization.

4. Bug Fixes

- 4.1. FireGiant will fix, on a timely basis, bugs in the FG-WiX Toolset found by customers with annual support contracts.
- 4.2. Ensures customers can plan product roll-outs with confidence, rather than having to rely solely upon community volunteers to fix bugs in their contributed time.

5. Features and Improvements

- 5.1. FireGiant continually works to add features and improvements to FG-WiX that customers receive at no charge.
- 5.2. Annual support customers receive priority consideration with feature requests.
- 5.3. Annual support customers may also commission the development of new features (for an additional, separately negotiated fee), from the same team that developed WiX itself.

6. FireGiant WiX Private Branch – Optional Service

- 6.1. FireGiant offers a per-customer, privately maintained branch of FG-WiX for an additional fee.

- 6.2. This service is ideal for customers that require ultra-stable and ultra-secure versions of WiX.
- 6.3. FireGiant notifies the customer of all changes (bugs and features) that have been made to the standard FG-WiX.
- 6.4. The customer instructs FireGiant on which changes should be integrated into the private branch and on what schedule those changes are to be made.
- 6.5. FireGiant provides full, secure access to the private branch source for the customer.

7. Simple, Fair pricing

- 7.1. All developers in the organization are supported for a single, annual price, with no hidden fees.
- 7.2. Unlimited number of copies of FG-WiX deployed on any number of machines, including build machines.
- 7.3. Pricing is based upon the number of software developers working on projects that use WiX.
- 7.4. Fee does not increase over the course of the contract year – even if the number of developers increases over that period.
 - 7.4.1. All “new” developers are fully supported with the same privileges as the “original team”.
 - 7.4.2. Ensures customers operate with predictable budgets and no disruption to their process or their pricing.